

A photograph of three students walking on a campus path, overlaid with a red tint. The student in the middle is wearing a dark hoodie with "McGill" printed on it. The student on the right is wearing a dark jacket with a McGill crest on the chest.

# Welcome

Integrated Services Project

Service Round Table  
Trottier 0100

August 13, 2009



McGill  
Welcome Center  
Welcome

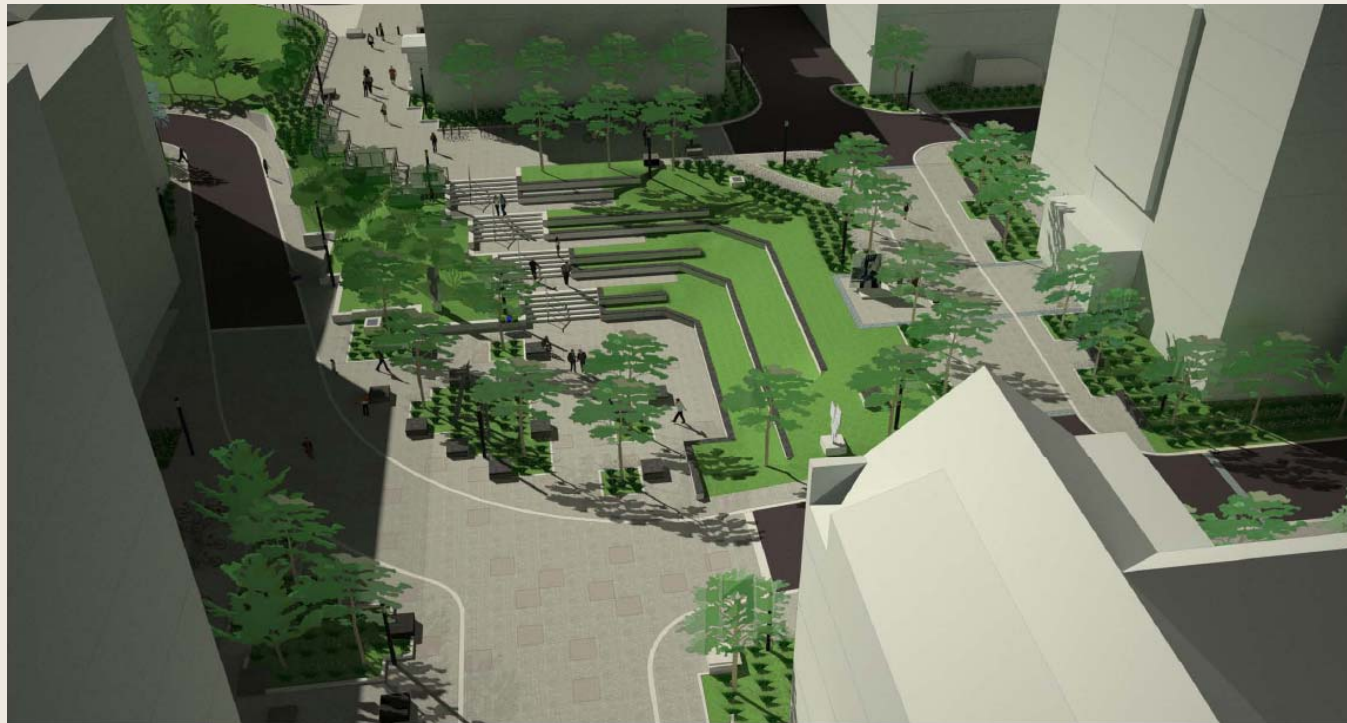


# Agenda

- Construction around James – update
- Announcement of the new Service Point team
- Training plans
- Transition
- Next Steps



# James Building Construction Update



# The Student-Centred Research-Intensive





## Principal's Task Force on Student Life and Learning

*From the first contact of prospective students with the University, interactions among students, faculty, and administrative and support staff are based on mutual trust and respect. McGill strives to make the information needed by students easily accessible to them.*

McGill University, *Final Report: Principal's Task Force on Student Life and Learning at McGill, 2006*



# Goals

Build on the tradition of excellence at McGill and support of the goal of becoming the student-centred University by:

- Creating a single point of contact for many administrative support services, making services and information more accessible to students;
- Transforming the profile of the services from ‘behind the scenes’ and ‘scattered’ to a cohesive and prominent place in the heart of campus;
- Providing intensive professional development to our employees to equip them to provide best in class services to our students;
- Empowering our employees to make decisions and solve problems on the front line.



# The New



McGill

service



de service

# Team



McGill



# Position Updates

Director (Assistant Registrar)

Jocelyne Younan

	Posted?	Interviews (projected)	Offer date (projected)	Who?
Associate Director	Yes	Started	June 15	Romesh Vadivel
Communications	Yes	June 8-20	June 25	Rittu Seghal
Service Improvement	Yes	June 9-20	June 25	Adriana Rachubinski
Operations Manager	Yes	June 15-30	July 5	Janice Johnson
Senior Service Professionals	Yes	June 22-30	July 5	Kathy D'Alesio Jacqueline Courtney



## Service Professionals and Representatives

### Service Professionals

Curtis Sharman

Demetra Pavlounis

James D'Elia

Julie Asselin

Linda Ortuso

Marcella Casella

Nathalie Michaud

Tiffany Canto

### Services Representatives

Brenda Stewart

Catherine Michaud

Danielle Bissonnette

Erika McManus

Marijana Ivanisevic

Nicole de Verteuil

Sarah Baxter

Sonia Vaccaro

Spencer Keys-Schatia



# Training Plans



# Training Breakdown

## TUESDAY: Functional Skills Training

- During the functional skills workshops we will aim to:
  - ✓ Provide the SRs and SPs with the “big picture” – the theoretical background needed to understand how the services they will be providing fit into the Student life cycle.
  - ✓ Teach the individual skills necessary to provide said services with a bent towards critical thinking – encouraging the SPs and SRs not only to provide the requested services, but to do so in the manner most conducive to meeting the students ‘ needs *correctly*. The goal being to reduce confusion and runaround (ex: RESP request for CAQ student not registered full-time).
  - ✓ In order to do so, we will provide concrete examples of how the aforementioned skills and theory are put into practice by way of employing detailed, and varied case studies.
- We will also be providing the SPs with additional training as a means of increasing their overall base of knowledge, to develop their problem solving skills, and as a means of empowering them as decision makers.

## THURSDAY: Technical Skills Training

- During the technical skills workshop we will aim to:
  - ✓ Introduce the SPs and SRS to the KnowledgeBase.
  - ✓ To practice (reinforce) skills taught during the preceding functional skills session (ex: how to manipulate Banner and Minerva forms and applications).
  - ✓ Provide ICS training on:
    - Application Xtender/Xtender Applications
    - Outlook/MS Communicator
    - HEAT
    - Call Centre Anywhere



## Training Cohorts (2 groups of 10 Individuals)

### **TUESDAY:**

- Cohort A:  
9:00 am – 11:00 am
- Cohort B:  
11:00 am – 1:00 pm

### **THURSDAY:**

- Cohort B:  
9:00 am – 10:30 am
- Cohort A:  
10:30 am – 12:00 pm

## SERVICE POINT TRAINING SESSIONS: OCTOBER 2009

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	29	30	1	2
	<b>The Student Life Cycle</b>		<b>Intro to KnowledgeBase</b>	
5	6	7	8	9
	<b>From Prospective Student to Applicant</b>		<b>Banner and Minerva Forms: Recap &amp; Practice</b>	
12	13	14	15	16
	<b>The Admissions Decision</b>		<b>Banner and Minerva Forms: Recap &amp; Practice</b>	
19	20	21	22	23
	<b>The Student Experience: From ID Cards to Diplomas</b>		<b>Banner and Minerva Forms: Recap &amp; Practise</b>	
26	27	28	29	30
	<b>Money Matters: Fees, Payments, Refunds, and Taxes</b>	<b>SIS 390: Introduction to Student Accounts</b>	<b>SIS 391: Querying Student Accounts</b>	



# Workshop Prototype

**We anticipate that the typical workshop will follow the outline below:**

Approximate Running Time: 90-150 minutes (subject matter dependent)

0-10 minutes: Introduction and Overview

10-60 minutes: Topics a, b, c... and subtopics i, ii, iii...

60-70 minutes: Break

70-90 minutes: Recap and Q & A session (with subject matter expert if/when possible)

**Or**

70-120 minutes: Topics x, y, z...and subtopics i, ii, iii

120-150 minutes: Recap and Q & A session (with subject matter expert if/when possible)



# Service Point Workshop From Prospective Student to Applicant

**9:00-9:05: Introduction and Overview of today's workshop**

**9:05-9:15:** Topic A

## **Visiting the University**

Welcome Centre: guided tours, Student for a Day, self-guided tour  
Open House

**9:15-10:00:** Topic B

## **Determining Applicant Type**

Applicants from Quebec (CEGEP & French Baccalaureate only)  
Applicants from Ontario High Schools  
Applicants from Canadian High Schools Outside of Quebec and Ontario  
Applicants from U.S. High School Programs (in the U.S.A and Other Countries)  
Applicants from High Schools outside of Canada and the U.S.A.  
Applicants from Other Universities or Colleges and Second Bachelor Degree Applicants ("Transfers")  
Mature Applicants  
Special or Visiting Students (non-McGill degree)

**10:00-10:15: Break**

**10:15-10:45:** Topic C

## **Admission & Documentation Requirements (By Applicant Type)**

Academic Requirements  
Proof of English Proficiency  
Supporting Documents

**10:45-11:00: Recap and Q & A Session** (with subject matter expert if/when possible)





# Training Documentation

## **Recall, KB will be central repository for info**

- All Integrated Services processes & procedures will be documented

## **Bulk of training material will be KB itself**

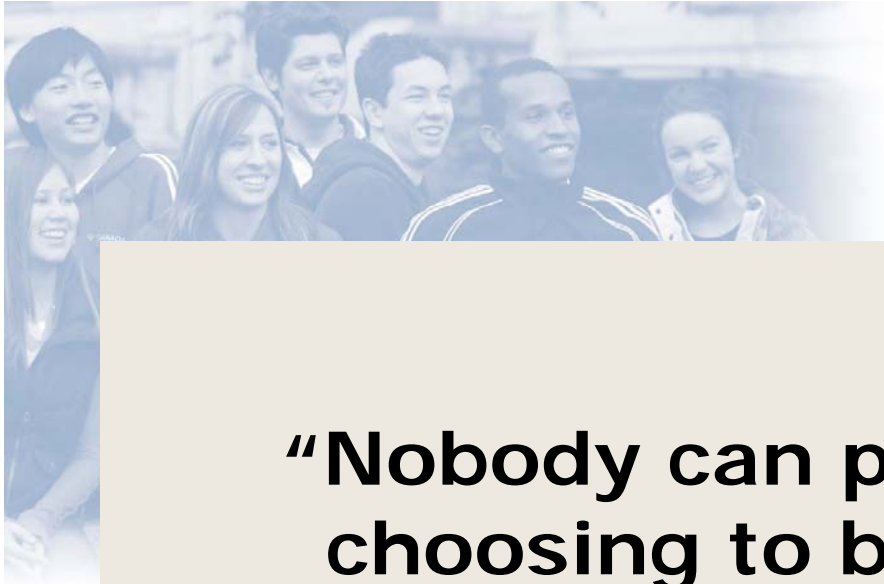
## **Will be used interactively during workshops**

- Specifically in practice & recap sessions
- Example: Admissions: link to web when appropriate

## **Official: KB & web**

- to avoid inconsistencies

**Feedback welcome!**



**“Nobody can prevent you from  
choosing to be exceptional.”**

**Mark Sanborn, *The Fred Factor***



**“Continually create new value for those you live and work with through dedication, passion and creativity.”**

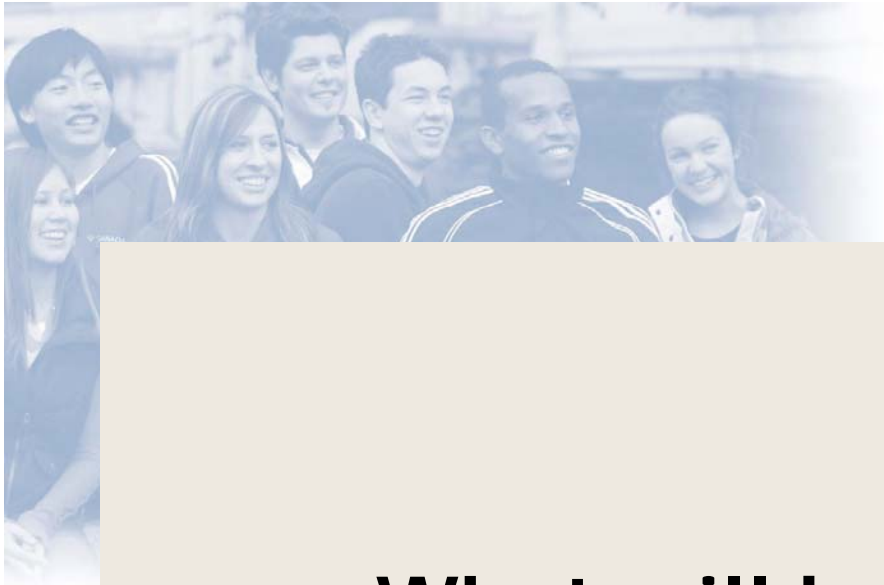


## The Fred Factor

### The four principles of the Fred Factor:

- 1) Everyone makes a difference.
- 2) The only question at the end of the day is “What kind of difference did you make?”
- 3) Everything is built on relationships. Go beyond simply interacting with customers and colleagues to build relationships.
- 4) Continually create value for others.

Mark Sanborn: <http://www.marksanborn.com/book-keynote-speaker/the-fred-factor>



**What will be your legacy?**



# Transitions

Brainstorm ideas for **celebrating achievements** of the past and marking new beginnings



# Project Timeline

- Publish list of services - January 23, 2009 ✓
- Name the service (staff contest) ✓
- Business process mapping and re-thinking - Start: Jan 21, 2009 ✓
- Student focus groups – January/February 2009 ✓
- Org structure, position descriptions and staffing plan – March 2009 ✓
- Logo contest completed ✓
- Positions posted – April 2009 ✓
- Training plan in development- April 2009 ✓
- Tender project (June 2009) ✓
- Complete filling new positions – August 2009 ✓

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- Training starts - late September 2009
- Targeted (soft) launch of new service – January 2010
- Integrate Arts/Science Student Affairs functions – June 2010



# Next Steps

- Finish developing content for training
- Training throughout fall
- Early wins for students: 7 targeted areas for service improvement in January:  
<http://www.mcgill.ca/integratedservices/listofservices/earlywinsforstudents/>
- At future Service Round Table, report on:
  - Status of training
  - Early wins





# Next Service Roundtable

**Friday, October 16<sup>th</sup> 2009**

**Location: TBA**



**Thanks and have a  
great weekend!**